

Catawba County Emergency Medical Services

Medical Necessity

Determining the medical necessity of a scheduled non-emergency transport is important in order to reduce non-payment by insurance companies. It is the responsibility of the Specialty Services Coordinator, a Shift Supervisor or designee to ascertain whether or not a call is medically necessary before accepting the call.

- Tact and professionalism must always be used when dealing with outside agencies, patients, and patient's family members.
- For out-of-county transfers, if by Centers for Medicare and Medicaid Services rules, the trip is deemed not medically necessary or the patient has no insurance, the Shift Supervisor is to inform the transferring facility that the patient has to have half of the total estimated cost of the trip paid prior to transport.
- Total estimated cost of the trip will be determined by approximate mileage and anticipated level of care to be provided.
- After receiving half payment, the transporting crew will be responsible for issuing a receipt to the patient and/or family and delivering the monies to the Shift Supervisor, Specialty Services Coordinator or EMS Manager immediately following the transport.
 - This payment must be forwarded to the Finance Department within 24 hours or the next business day.
- The receipt shall be filled out showing the estimated total amount for the transport, the amount paid up front and an estimated balance due.